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Arizona Corporation Commission

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RECEIVED

T-01051B-02-0535 (Consolidated) Ernie & Sherry Thompson, Arnold & Tamara Fatheree, Kirk & Bobbi Limburg, Sandra Rodr, Tommy L. White, Susan Bernstein, John J. & Patricia J. Martin, April & Bryant Peters and Troy & Tracy Denton.
Vs.
Qwest Corporation

2002 SEP 17 A 9:00
AZ CORP COMMISSION
DOCUMENT CONTROL

The following is in response to the Qwest Corporations answers to our formal complaint. Out of all the issues in the consolidated complaint Qwest choose to address only three. Two of the three answers were evasive and the third was incomplete. The rest of the complaints we're assuming are explained in number 6 of their answer "Qwest denies each and every allegation affirmatively alleged in complainants complaints that is not expressly admitted". Is this the if I don't address the issue it must be false defense, or the liar liar pants on fire defense?

Qwest has put together a legally intimidating consolidated answer, which had most of the complainants convinced that our case was dismissed. The only thing that should be dismissed in this matter is Qwests response to our complaint. We believe Qwest has set precedence in this matter and should be made to answer all allegations set forth in the consolidated complaint. Qwest should not be allowed to ignore any of the issues in this matter. We have a more than adequate bases for our claims and the relief we seek which is to be given the opportunity to have service in our homes.

We all have big investments in our homes and can't get Qwest to give us phone service, as with all the complainants, we were told service was available. Each of us called Qwest for service and was given a date for installation and our new phone numbers. Then to be told later that we were out of the exchange boundaries. To this day Qwest business offices will inform homeowners in the same area that service is available. As long as this practice goes on people will make investment in this area only to be told after there is no backing out that service is not available. Selling our homes now is not an option because people want phone service and the fact that it is not available has to be disclosed. The only ones that seem to have to live by this rule are the homeowners. Qwest is denying that in complaint (T-01051B-02-0512) they did not give verbal conformation of service why then do they still tell people out of exchange boundaries that service is available until they try to get the service installed. Qwest is being fraudulent in this practice and should be held accountable.

We are requesting the opportunity to review the documents referred to in Qwests consolidate answer.

1. Qwest Service Quality Tariff and Cellular Subsidies.
2. A.R.S. 40-246 & A.R.S. 40-246(A)
3. Title 40 of the Arizona Revised Statutes and Qwest Tariffs.
4. Bruce Walker V. US West Communications, Inc.,
Docket No. E-1051B-96-543 Decision No. 60175
5. Don B. Miller and Moira L. Miller V. US West Communications, Inc.,
Docket No. E-1051B-97-130
6. Bryan & Pam Dellinger v. Qwest Corporation,
Docket No. T-01051B-01-0354, Decisions No. 64828
7. A.R.S 40-492
8. A.A.C. R14-2-509(B)
9. Updated Maps of Exchange Boundaries with the homes in question added.
10. Signature card signed by the Denton family.

We are requesting that Qwest provide the above listed information within a reasonable timetable for our review before the hearing date of November 4, 2002. These documents can be sent to the attention of Sherry Thompson, P.O. Box 27016, Prescott Valley, AZ 86312

Enclosed in this response are:

- 1. Copies of the Statements from each of the five homeowners out of the exchange boundary that have service with Qwest.**
- 2. Copy of the fraudulent map Qwest sent to the Thompson family.**
- 3. Copy of an original letter from Qwest to the Thompson family.**
- 4. Copy of the second letter sent to the Thompson family.**
- 5. Copy of map indicating the properties with phone service.**

IN RESPONSE TO: Qwest Corporation's Consolidated Answer to Formal Complaints and motion to dismiss.
DOCKET NO. T-01050B-02-0535 (Consolidated)

Responses to each Statement Qwest made in numerical order.

1. *Qwest is a public service corporation qualified to do and is doing business in Arizona.*

Not for the entire public, only in pre-determined areas, for a select few that for some unknown reason can be out of exchange boundaries and still receive service.

2. *Qwest provides telecommunications services within its exchange boundaries in the State of Arizona.*

Also to a few areas that are not in the exchange boundaries. Qwest did not address the issue of lots 103-01-195H, 103-01-195G & 103-01-172K in their answer to the Arizona Corporation Commission and to the complainants. Was this just over looked or was this done on purpose so they had more time in which to come up with an answer?

3. *The complainants live in an area that is outside of the exchange boundaries in which Qwest provides services (open territory) and for that reason Qwest is not obligated to provide service to them.*

Over the last two years we have been made well aware of the fact that we were out of territory. Before we purchased our land and home we got verbal and written conformation (Sent with original complaint #T01051B-02-0512) by Qwest and our Realtor that service was available. Qwest's above response to our complaint uses the word OBLIGATED meaning to bind legally or morally or to bind by favor. Well legally we hope that will change, morally we think that should speak for itself and as far as binding by favor well only the select few can receive favors from Qwest.

4. *At present, Qwest does not intend to extend facilities into open territory and has no obligation to do so.*

At present, Qwest has already extended into open territory. We feel Qwest should be obligated to provide service to all the homes that encompass the area already effected. Precedence was set each and every time they provided service beyond exchange boundaries.

5. *The Complainants are not subject to Qwest's Service Quality Tariff and cellular subsidies, which do not apply to open territory.*

Qwest is right about the service quality tariff or cellular subsidies. Which is okay because we had one of Qwest's cellular phones for 2 month out here. We could make phone calls with it but could not receive phone calls. We were told we were to far from the towers for it to work properly and were not held to the contract. But why this was brought up in their answer I'm not sure, except for Qwest offering it back in 10/99 as stated in my original complaint (T-01051B-02-0512 item 7) and then renegeing on the offer.

6. *Qwest denies each and every allegation affirmatively alleged in Complainants' complaints that is not expressly admitted.*

So are we to understand that Qwest is in so many words telling the Arizona Corporation Commission and the complainants that everything stated in the original complaint (T-01051B-02-0512) must be false because they haven't admitted to any of it. In fact the only thing Qwest has admitted to out of all the complaints, is to making a system error with respect to account #928-759-7267. If this is the case attached are copies of the statements from the parties out of the exchange boundaries with phone service stating the circumstances in which they received service.

7. *Complainants fail to state a claim for which relief can be granted. Under A.R.S. 40-246, a person may make a complaint alleging any act or omission by any public service corporation in violation of "any provision of law or any order or rule of the commission . . ." A.R.S. 40-246(A). Complainants' complaints fail to allege any of the aforementioned violations. Thus, Complainants has no basis to state a claim under Arizona law.*

How Qwest figures we failed to state a claim for which relief can be granted is beyond us. They say a picture tells a thousand words, well Qwest just wasn't listening. The pictures provided with the complaint (T-01051B-02-0512) prove the existence of out of exchange boundary service. Our claim is that Qwest has set precedence in continually providing service out of the exchange boundary. Qwest should not be allowed to discriminate with who receives this service. Relief we seek is to be granted service to our homes in an area that has already been extended through the underhanded methods of the Qwest Corporation. It seems that Qwest has decided to ignore the allegations of the three homeowners that they have provided service for earlier, gave an incomplete answer to the recent fourth and ignore the reconnect completely. Or could it be that they need more time to explain them away.

8. *Qwest provides service in accordance with Title 40 of the Arizona Revised Statutes and Qwest's tariffs currently on file with the Commission. Qwest is not obligated to provide service contrary to or in excess of the requirements and obligations set for in Qwest's tariffs and applicable Arizona statutes.*

Not being familiar with Title 40 of the Arizona Revised Statutes and Qwest's tariffs, were assuming from the statement above that Title 40 says that Qwest is not obligated to provide service to anyone outside of the exchange boundaries. But that at anytime Qwest can choose to cross the boundaries and give service to customers of their choice. Qwest in the past had sent a map showing their exchange boundaries the map received has no indication of the homes out of the exchange boundaries. Why? Maybe because by re-mapping the area to show homes with service would be admitting to showing preference to certain consumers and admitting that they have crossed the line and set precedence not once but four different times. So this can not be written off as an OOP's we made a mistake. Qwest has already used that excuse in this matter.

9. *The commission has recognized in other decisions that Qwest has no duty to provide service in open territory. See, e.g., Bruce Walker v. U S WEST Communications, Inc., Docket No. E-1051B-96-543, Decision No. 60175; Don B. Miller and Moira L. Miller v. U S West Communications, Inc., Docket No. E-1051B-97-130, Bryan & Pam Dellinger V. Qwest Corporation, Docket No. T-01051B-01-0354, Decision No. 64828.*

All this says to us is Qwest has crossed the line before and has gotten away with it. And that maybe Qwest's practices when it comes to who gets service and who doesn't in open territory should be looked into a little deeper. We would like to have copies of the decisions in all of these cases for review to see if they have any significance to our complaint against Qwest set before the Arizona Corporation Commission.

10. *As to the complaints lodged by Arnold and Tamara Fatheree outside of the issue regarding Qwest's duty and ability to serve outside of its serving territory addressed above, Qwest admits that there was a system error with respect to Account No. 928-759-7267, which resulted in the issuance of a bill to the Fatherees where no service had been installed. As a result, Qwest has not and will not pursue payment, and the Fatherees owe no payments to Qwest on Account No. 928-759-7267 at 7175 E. Stardust Lane, Prescott Valley, 86314.*

It's really big of Qwest to not charge the Fatherees for service they would like to have but cannot. As to the statement that Qwest has not pursued payment is an out and out lie. Months of phone call after phone call to Qwest on this matter produced nothing except that their service was suspended for lack of payment and they cannot reestablish service until the bill has been paid. This matter was only dropped after it was brought up at the town meeting with the Arizona Corporation Commission and Qwest representatives in Prescott May of 2002.

11. *As to the complaints lodged by Ernie and Sherry Thompson and Troy and Tracy Denton, Qwest affirmatively alleges that in March 2001, Qwest field engineers discovered that telephone lines had been re-routed by an unknown third-party from an address within Qwest's serving territory, 9990 North Poquito Road, to the Thompson and Denton properties, which are outside of Qwest's serving territory, without authorization from Qwest and in violation of A.R.S. 40-492. As a result, Qwest terminated service to the Thompson and Denton properties with notice pursuant to A.A.C. R14-2-509(B). (See April 12, 2001 letters to Thompson and Denton attached as Exhibit A)*

Just as we have stated in our complaints (T-01051B-02-0512 & T-01051B-02-0535), we called into the Qwest business office and talked to Jason about getting service at the Moxley residence at 9990 North Poquito Valley Road and bringing it to our homes. Mr. Moxley had an extra line in his home and was told by Jason that he could will the line to anyone he chose to. And that as long as the billing was for the 9990 Poquito Valley Road address it could be in our own names and P.O. Boxes, Jason also told us how to trench the lines to our homes. We rented a trencher and trenched the lines from our homes to the Moxley residence and called in our orders for phone lines. This was done with the authorization from Qwest and none of it was done with deception. There was a error on the original complaint stating that the Dentons called in later for a second line when in fact they ordered the second line at the same time as the original but the additional line was not available at that time. Then when the engineers came out to find facilities for the second line they saw the line going to our homes. If we were trying to hide anything why would we call in

asking permission to do this and set it up for anyone to see. Mr. Moxley let the engineer check the facilities at his home having nothing to hide. If we were trying to hide the fact we would have buried the cable and made the connections underground were they would not be able to find it and would have had all the lines in Mr. Moxleys name as not to arouse suspicion. We did nothing illegal or underhanded in this matter. The Engineer Ted Drake and Supervisor Dan McFarland disconnected the line and sent out a letter to Sherry and Ernie Thompson. The Denton family never received a letter from Fennemore Craig. We believe the letter in Exhibit A addressed to the Denton family is a simulated copy of the one sent to the Thompson's with the address changed (The wrong one at that). Qwest we know has the correct address for the Denton family because they had no problem sending the billing for the 3 week of phone service. We would like the Law offices of Fennemore Craig to show proof of the return signature card that would have had to be signed by the Denton Family to receive.

12. *As to the Raymond and Cassandra Hernandez property alleged by Complaints to be outside of Qwest's service territory, service has been established to the Hernandez property at 7070 E. Moonlit Drive. The 7070 E. Moonlit Drives address is within Qwest's serving territory.*

No one is disputing the fact that service was established and billed with the address of 7070 E. Moonlit Drive (Lot 103-01-176N) which is in the Qwest exchange boundaries. The issue you are not addressing is that the service was allowed to be established on a post for that property with Qwest's knowledge that the service would be run to the Hernandez's home which is on 7095 Esteem Way (Lot 103-01-172G) not within the exchange boundaries. This in your own testament (Exhibit A Letter to the Thompson's) is a violation of the law pursuant to Arizona Administrative Code ("A.A.C.") R14-2-509(B) and in #11 of your response a violation of A.R.S. 40-492. So if we understand correctly its against the law if we the people do it, but not if you the Qwest Corporation do it. Proof of this occurrence was sent with original complaint (T-01051B-02-0512). Proof was in the form of a picture, the one showing the post with the interface attached and the evidence of the trench going to the Hernandez home out of the exchange area and the trench going to the phone facilities on easement for 7070 E. Moonlit Drive. And also with the attached statement in this response from the Hernandez family.

13. *Qwest sent copies of its July 31, 2002 Joinder to Staff's Motion to Consolidate and its August 1, 2002 stipulation to extend the time for filing its answer until August 26, 2002 to all Complainants at the addresses provided by Complainants in each Complaint filed with the Commission. Qwest received back, as not deliverable, these documents from the following parties: Susan Bernstein at 7835 East Memory Lane, Prescott Valley 86312; Kirk and Bobbi Limburg at 7125 East Stardust lane, Prescott Valley 86314; and Arnold and Tamara Fatheree at 7175 East Stardust lane, Prescott Valley 86314. Attached as Exhibit B are copies of the envelopes returned to Qwest. Currently, Qwest has no other addresses for the parties.*

The complainants listed above have been notified of the problem and will call into the Arizona Corporation Commission to rectify the address situation. The correct addresses are also listed on the signature sheet of this response.

14. *Qwest reserves the right to amend this answer to allege additional affirmative defenses that become known through discovery.*

We would hope Qwest would reserve the right to amend their answers because they have left out half of the issues in our complaint. And the issues they have addressed to this point are evasive and incomplete.

WHEREFORE, Qwest Corporation, having moved to dismiss, requests that the Complaint be dismissed with prejudice.

I'm sure they would like this complaint to be dismissed with or without prejudice for that matter. I can't believe that this motion has come from a reputable Law firm for a large Corporation like Qwest. But then again you did have some of the complainants intimidated into thinking all was lost. But it will take more than legal intimidation to make this go away. We have a right to have our complaint heard and judged. That's why we have the Arizona Corporation Commission to protect the public from public service corporations.

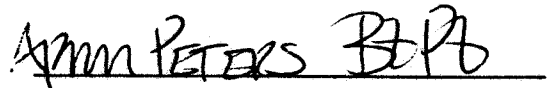
Ernest & Sherry Thompson
P.O. Box 27016
Prescott Valley AZ, 86312



Troy & Tracy Denton
P.O. Box 26343
Prescott Valley AZ, 86312



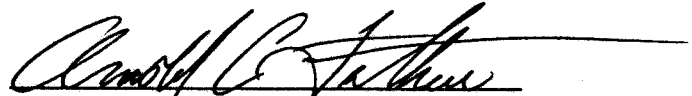
April & Bryant Peters
P.O. Box 27302
Prescott Valley AZ, 86312



John J. & Patricia J. Martin
P.O. Box 25428
Prescott Valley AZ, 86312



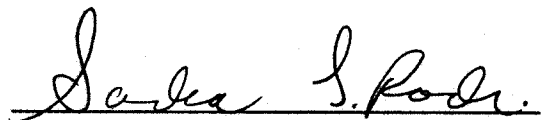
Arnold & Tammy Fatheree
P.O. Box 26268
Prescott Valley AZ, 86312



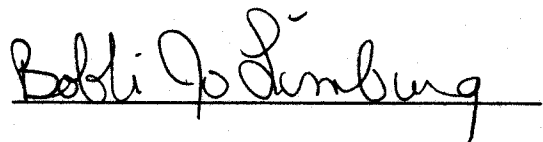
Tommy L. White
P.O. Box 27951
Prescott Valley AZ, 86312



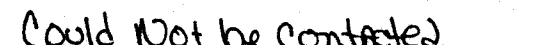
Sandra Rodr
P.O. Box ~~26995~~ 25996
Prescott Valley AZ, 86312



Kirk & Bobbi Limburg
P.O. Box 27683
Prescott Valley AZ, 86312



Sandra Bernstein
P.O. Box ???
Prescott Valley AZ, 86312



Statement of Fact

To: The Arizona Corporation Commission
CC: Qwest, Complainants & All interested parties
From: The Skipper Family
Date: 09/08/02
Re: Out of exchange boundary telephone service.

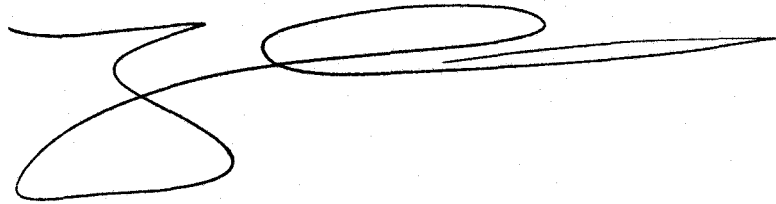
Telephone Service for Lot 103-01-195H

On or around July of 1999 we requested telephone service for our home. Service was denied do to the fact we were out of the exchange boundaries.

We contacted Qwest and talked to a gentleman by the name of John Smith. John Smith was the Supervisor of installation and repair for the Prescott area.

John Smith gave us the go ahead to trench and lay cable to the service area. After installing the cable, a technician by the name of Steve Pomaroy hooked up our service.

We have had continuous service with Qwest since that time.

A handwritten signature in black ink, consisting of a stylized 'S' followed by a long horizontal stroke with a loop at the end.

Cassandra Hernandez

P. O. Box 25165
Prescott Valley, AZ 86312

928-775-7464

September 11, 2002

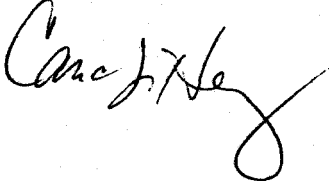
To whom it may concern,

This letter is to explain how we came about having a phone line at 7095 E. Esteem Way in Poquito Valley.

July of 2001 when we moved here we were informed that we lived out of Qwest territory. No house north of us would ever have a land line provided by Qwest. I was then told by the engineering department in Prescott Valley that if we purchased the piece of property directly south of us that was the only way we would be able to have a phone line. We tried many times to understand why we were being denied the service with which our neighbors down the way have. So in January of this year we purchased the property just south of us. We trenched and laid the line from the property line to our home.

It has been a frustrating process to have a basic service which can be very important for many reasons such as safety and business. So many people rely on a phone to make a living which is the reason we were so determined to have a landline.

Cassandra Hernandez



Statement of Fact

To: The Arizona Corporation Commission
CC: Qwest, Complainants & All interested parties
From: The Chavez Family
Date: 09/08/02
Re: Out of exchange boundary telephone service.

Telephone Service for Lot 103-01-195G

On or around April of 2002 we purchased our home from the Dunn Family. Service was already established at our new home. All we had to do was call in for a change of Number and billing.

We have had continuous service with Qwest since that time.

Jon Chavez
9-8-02

To Whom it may Concern!

I'm writing this letter for
Troy and Tracey Denton, who
live next door to me -

My name is Frank Lehman
I moved to Pognito Valley
approx. four years ago, at
that time, there was nothing
out here, I contracted with
a local real estate co. to
install underground power
and telephone. I was told
by US West that they would
not service this section at
that time, there was not enough
homes to warrant their services.

At the time I was installing
the underground I went ahead
and installed my own underground
telephone cable to the closest
telephone box and to my house.
I called US West and ordered
service, at that time I was the
only house at the end of the
line and there was an extra line
in the box, fortunately I was
connected up.

Since then this area has
grown alot, and now people
need phone service

Sincerely Frank Lehman

Statement of Fact

To: The Arizona Corporation Commission
CC: Qwest, Complainants & All interested parties
From: The Dunn Family
Date: 09/08/02
Re: Out of exchange boundary telephone service.

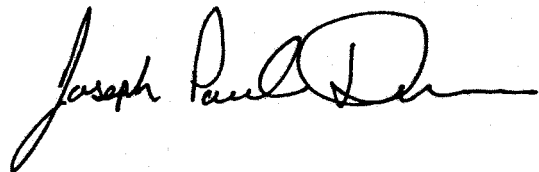
Telephone Service for Lot 103-01-195G

On or around March of 1999 we requested telephone service for our home. Service was denied do to the fact we were out of the exchange boundaries.

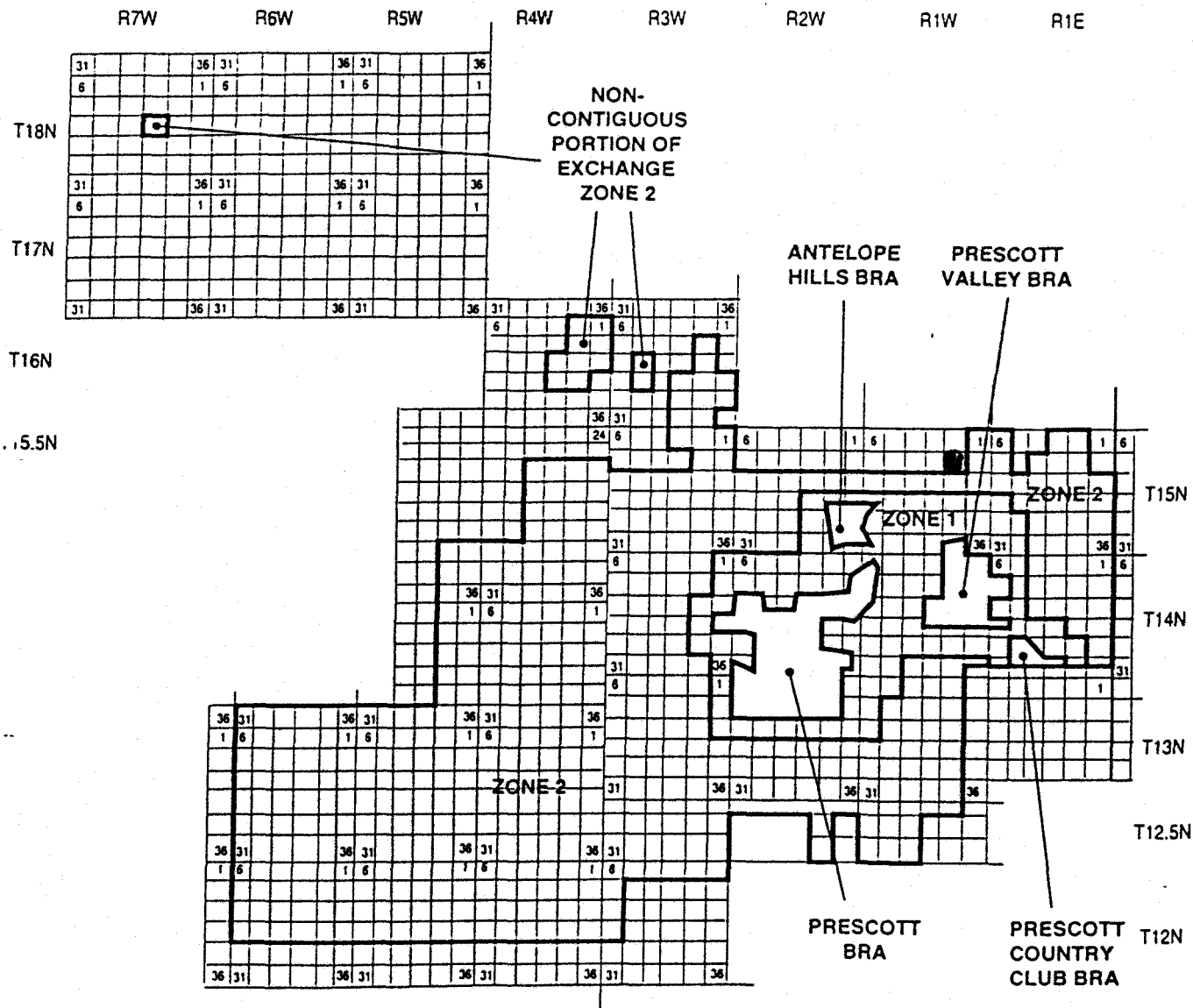
We contacted Qwest and talked to a gentleman by the name of John Smith. John Smith was the Supervisor of installation and repair for the Prescott area.

John Smith gave us the go ahead to trench and lay cable to the service area. After installing the cable, a technician by the name of Steve Pomaroy hooked up our service.

We had continuous service with Qwest since that time, until recently when we sold our home.

A handwritten signature in black ink, appearing to read "Joseph Paul Dunn". The signature is fluid and cursive, with a large loop at the end.

PRESCOTT, ARIZONA
EXCHANGE AREA
Fifteenth Revised Sheet
Supersedes Fourteenth Revised Sheet



ISSUED: September 4, 2001
Revised 12-2001

BY TERESA WAHLERT, ARIZONA VICE PRESIDENT
3033 NORTH THIRD STREET, PHOENIX, ARIZONA

Effective: October 4, 2001

Here: Highlighted above is T15N, R1W, Sec 11. As you can see,
Section 11 is just outside Qwest boundary. Regarding retire concession, please



January 26, 2000

Ernie Thompson
P.O Box 27016
Prescott Valley, AZ 86314

Dear Ernie Thompson:

On December 2, 1999 US WEST Communications received an application for telephone service from you. It has been determined that you are located in open territory which means you are outside US WESTS franchised service area. US WEST chooses not to provide facilities outside of its serving area and as a result your order for telephone service will be cancelled as of January 26, 2000.

If you have any questions, please call 602-665-2497.

Sincerely,

A handwritten signature in cursive script that reads "Valerie Finn".

Service Order Consultant
Center for Delayed Orders

January 10, 2000
CENTER FOR CUSTOMER EXPERIENCE
TELEPHONE NUMBER: 1-888-849-9369



ERNIE THOMPSON
P O BOX 27016
PRESCOTT, AZ 86314

Order: N12472424

Anticipated TN: 520 772-3059

We regret that U S WEST Communications, Inc. (U S WEST)*, is temporarily unable to supply you with telephone service. There are currently no facilities available to service your location. However, U S WEST has a program for qualified ** customers, which offers options while primary service is delayed.

• ***The Basic Service Installation Charge Bill Credit***

A bill credit of \$46.50 for residence and \$56.00 for business customers will be applied to the account after primary service is connected.

• ***Remote Call Forwarding, also known as Market Expansion Line***

Transfers incoming calls to the number of your choice. It immediately establishes the telephone number, provides a directory listing and the ability to place calls using a U S WEST Calling Card.

If your service is delayed for more than 30 days, you will receive one of the following options. (Your eligibility for these programs begins on the 31st day. (It is NOT retroactive):

BASIC SERVICE BILL CREDIT

If you do not choose the Wireless Subsidy Program, you will receive a credit for the monthly basic service rate (\$13.18 for residence and \$32.78 for business) for each month or partial month that your primary service is delayed beyond 30 days. This credit will be applied to your account after your primary service is connected.

• **WIRELESS SUBSIDY PAYMENT PROGRAM**

U S WEST will provide Wireless subsidy payment of \$150.00 if your primary service is held for over 30 days (it is not retroactive). On the 61st day, if your order is still delayed, you will receive an additional \$150.00 subsidy payment and every 30 days thereafter until your service is installed. To qualify for these payments you must subscribe to a wireless service. Please see more information under "Qualified customer definition" on the following page.

NOTE: Those subscribers previously furnished with special equipment, which provided wireless telephone service (also referred to as Interim Service Solution/Qualcom) may continue to use that special equipment in lieu of converting or switching to the wireless voucher program.

**** Qualified customer - Definition**

- Must be delayed more than 30 days after application date.
- Your eligibility begins on the 31st day and is not retroactive.
- Residential Wireless Subsidy does not apply if there is other residential service at that address.
- Only the 1st residence line at a residence location or the 1st business lines at a business location that is held for company reasons are eligible.
- Must be living at or conducting business at the service address.
- Must have permanent power at the service address.
- Order must be held for U S WEST reasons
- Order is not qualified for subsidy if delayed for construction charges and or agreements not met from either the customer or their developer.

Following are the guidelines for qualified customers electing to participate in the U S WEST Wireless Subsidy Payment Program:

- A. Contact the wireless provider of choice and negotiate the type of service desired, including wireless telephone equipment, billing plan, long distance service, etc. It may be beneficial to advise the wireless company that you are requesting service in connection with the U S WEST Wireless Subsidy Payment Program.
- B. Once wireless service has been obtained, a subsidy payment of \$150.00 will be provided for every 30-day increment after the qualification date. Any additional costs are your responsibility. The Wireless Subsidy Payment Program is intended to offset the cost of limited communication for essential needs.
- C. Please note that IRS regulations require US WEST to send you a form 1099 if you are a non- incorporated business customer AND the payments amount to MORE THAN \$600.00 in a calendar year.
- D. The wireless service **MUST** be billed in the same name as the U S WEST service.
- E. You are not required to purchase wireless service from any particular wireless provider in order to receive the U S WEST wireless subsidy payment. You are, however, responsible for dealing directly with the wireless service provider and will be subject to the terms and conditions of the wireless provider.
- F. Once you have signed up with a wireless provider, complete the attached Wireless Subsidy Payment Program Signature Form and follow the instructions on how to send in the information. Payments will start once we have received the completed form and verify qualifications. The payments will continue, as long as you remain qualified, or until service is provided.
- G. If your wireless provider has any questions, the provider may call us at 1 888-849-9369 (toll free).
- H. U S WEST will notify you when your primary service becomes available. You are responsible for terminating your wireless service. Once your primary service is connected you will no longer receive a wireless subsidy payment. If you choose to maintain wireless service, you will be responsible for ALL costs for the wireless service
- I. Customers must maintain their land line service for at least the number of months that the subsidy payments were provided. Customers who disconnect the land line service for which the subsidy payments were made, may be required to repay the total amount of wireless payments received.

*** WHAT U S WEST COMMUNICATIONS WILL NOT REIMBURSE YOU FOR:**

- A. Any wireless payments prior to your 31st day.
- B. Any previous wireless payments you may have made.
- C. Any charges billed to you by a long distance carrier.
- D. Any charges you incur exceeding the monthly reimbursement.
- E. Any wireless service you may choose to keep after your primary service line telephone service is ready.
- F. Penalties for early termination of a wireless lease agreement.
- G. If you have a wireless lease agreement in place at the time your primary service becomes available, U S WEST Communications will NOT reimburse you for charges you incur during the remainder of the lease.
- H. Non-Refundable deposits requested by wireless companies.
- I. The cost of a wireless telephone or other equipment.

REMINDER

If you choose the Wireless Subsidy Payment Program, the enclosed form must be completed and faxed or mailed to U S WEST before payments begin. To insure prompt payments and maximum benefits, please respond within 30 days of receiving this letter.

All credits will be applied to your account after primary service is connected. If you would like to arrange for Remote Call Forwarding and/or Voice Messaging Service, or have any other questions, please call us at 1-888-849-9369. (Toll free).

Cordially,

CENTER FOR CUSTOMER EXPERIENCE
TELEPHONE NUMBER: 1-888-849-9369

Yavapai County Map - 103-01-172 S -



- Parcel Lines
- Historic Lines
- Road Centerlines
- Section Lines
- Township
- Range Lines

* Homes with Service out of the Exchange boundaries



1 inch = 300 feet

